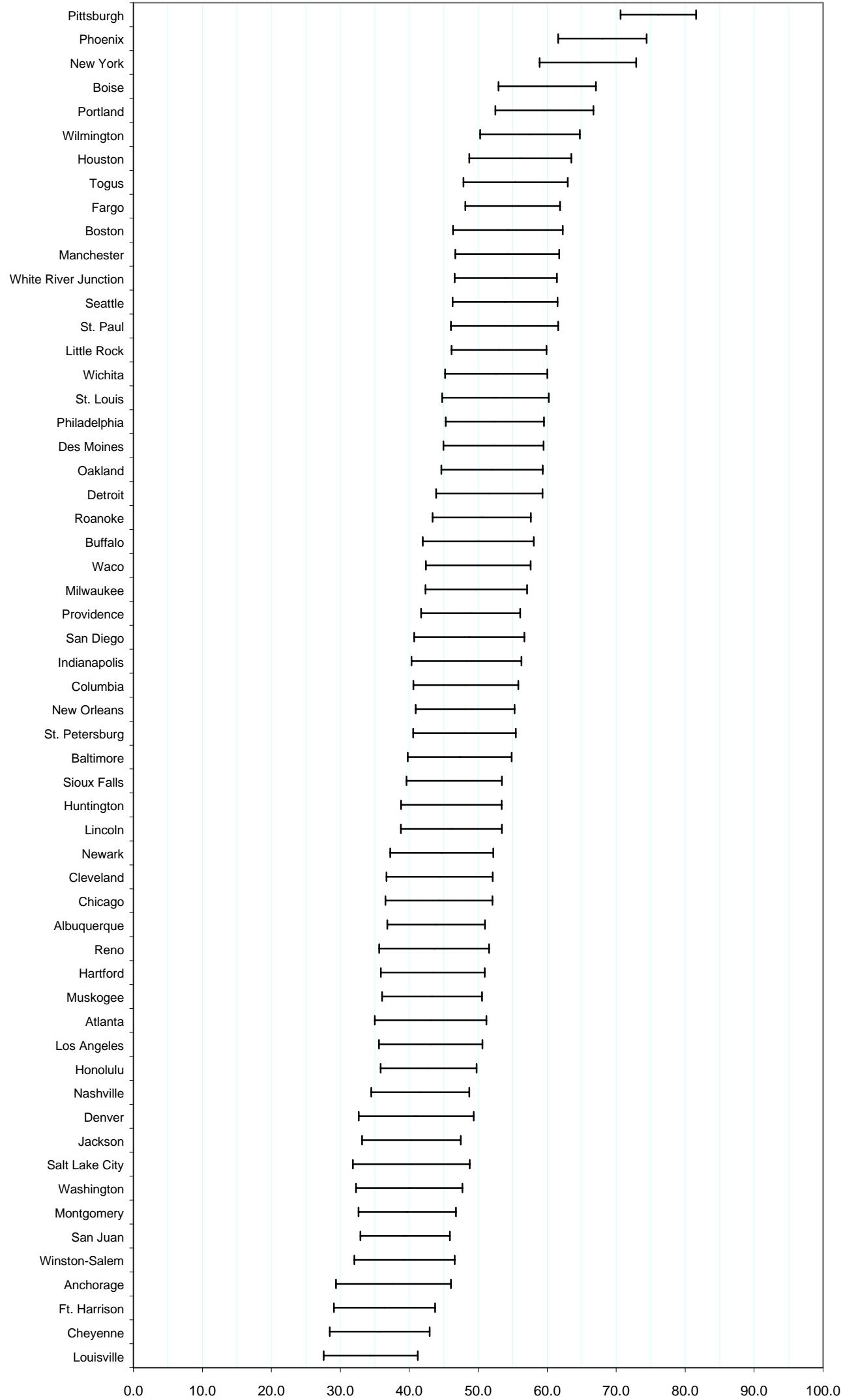


Informing Veterans That a VA Person or Team is Assigned to Their Case: Best Practices Among the Regional Offices

Which regional offices have been most successful in informing veterans that there is a person or team assigned to their case? Pittsburgh, Phoenix, and New York were the stand-outs in 1998. For three years, New York has consistently had a relatively high percent of veterans who felt that a VA person/team was assigned to their particular case. Pittsburgh and Phoenix both had significant increases in this number from 1997.

The chart on the next page shows, in descending order, the percent of veterans in each regional office who said they had a person or team assigned to their claim. The statistics are displayed in terms of confidence intervals to take into account the sampling error that goes along with surveying only a portion of the entire population of veteran beneficiaries. The confidence intervals for each regional office can be interpreted as follows: 95 percent of all intervals so constructed will contain the true population percent. So, in essence, we are 95 percent confident that each regional office interval contains the true population value of the percent of veterans who feel there is a person or team assigned to their claim.

Percent Who Said They Had a VA Person or Team Assigned to Their Claim
(of Those Who Needed an Assigned Person or Team), 1998



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